

# ECC Emergency Communications Center

## Administrative Line of Business

The purpose of the Administrative Line of Business is to provide educational, organizational and informational products to MNECC staff, other Metro Departments and Emergency Communications District Board Members so that the MNECC can fulfill its mission.

## Leadership and Accreditation Program

The purpose of the Leadership and Accreditation Program is to provide key results and accreditation products as well as education and community involvement products to the public so their needs are met using the highest industry standards.

Budget Performance Summary		2015 Budget	2015 Actuals	2016 Budget	2017 Budget	FY16-FY17 Difference	FY16-FY17 % Change
<b>Budget:</b>	GSD General Fund	764,600	796,613	804,400	831,300	26,900	3.3%
	Total	\$764,600	\$796,613	\$804,400	\$831,300	\$26,900	3.3%
<b>FTEs:</b>	GSD General Fund	3.00	3.00	3.25	3.25	0.00	0.0%
	Total	3.00	3.00	3.25	3.25	0.00	0.0%

## Performance

Percentage of accreditations maintained	100%	100%	100%	na
Percentage of ECD and MNECC meetings attended	100%	nr	100%	na

## Non-allocated Financial Transactions

Central adjustments related to internal service fees, pay adjustments, fringe benefits, non-programmatic changes and departmental "to be determined" budget reductions are reported here. These adjustments will be allocated to individual programs by the department in the upcoming fiscal year.

Budget Performance Summary		2015 Budget	2015 Actuals	2016 Budget	2017 Budget	FY16-FY17 Difference	FY16-FY17 % Change
<b>Budget:</b>	GSD General Fund	153,000	0	33,700	0	-33,700	-100.0%
	Total	\$153,000	\$0	\$33,700	\$0	-\$33,700	-100.0%

## Performance

No applicable performance measure	na	na	na	na
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**Communications Operational Support Line of Business**

The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, Human Resources, Finance, Payroll, and emergency communications training and information products to our emergency communications professionals and our 1st responder partners so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

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**911 Communications Systems and Equipment Management Program**

The purpose of the 911 Communications Systems and Equipment Management Program is to provide troubleshooting, maintenance and administration products to internal and external first responders so they can save lives, protect property, and reduce risk without technology-related delays.

<b>Budget</b>	<b>Performance Summary</b>	<b>2015 Budget</b>	<b>2015 Actuals</b>	<b>2016 Budget</b>	<b>2017 Budget</b>	<b>FY16-FY17 Difference</b>	<b>FY16-FY17 % Change</b>
<b>Budget:</b>	GSD General Fund	728,100	763,277	749,500	814,700	65,200	8.7%
	Total	\$728,100	\$763,277	\$749,500	\$814,700	\$65,200	8.7%
<b>FTEs:</b>	GSD General Fund	7.70	7.70	7.70	7.70	0.00	0.0%
	Total	7.70	7.70	7.70	7.70	0.00	0.0%

**Performance**

Percentage availability of the Computer Aided Dispatch system for use by customers	99%	99%	100%	na
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**HR, Payroll & Financial Services Program**

The purpose of the HR, Payroll, & Financial Program is to provide human resources, payroll and financial management products to the department and to serve as the liaison between MNECC and Metro Central Agencies so MNECC can receive coordination of internal services.

<b>Budget</b>	<b>Performance Summary</b>	<b>2015 Budget</b>	<b>2015 Actuals</b>	<b>2016 Budget</b>	<b>2017 Budget</b>	<b>FY16-FY17 Difference</b>	<b>FY16-FY17 % Change</b>
<b>Budget:</b>	GSD General Fund	252,500	281,688	257,400	316,000	58,600	22.8%
	Total	\$252,500	\$281,688	\$257,400	\$316,000	\$58,600	22.8%
<b>FTEs:</b>	GSD General Fund	2.25	2.25	2.25	2.25	0.00	0.0%
	Total	2.25	2.25	2.25	2.25	0.00	0.0%

**Performance**

Percentage of payroll checks processed accurately	97%	99.87%	98%	na
Percentage of employees annual evaluations entered into Timeforce	95%	nr	95%	na
Percentage of OMB requested financial reports	100%	100%	100%	na

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### Quality Assurance Program

The purpose of the Quality Assurance Program is to provide quality assurance and organizational performance measurement products to the department, Metro stakeholders, and the public so they can receive the best possible response to their Public Safety Communications needs.

<b>Budget</b>	<b>Performance Summary</b>	<b>2015 Budget</b>	<b>2015 Actuals</b>	<b>2016 Budget</b>	<b>2017 Budget</b>	<b>FY16-FY17 Difference</b>	<b>FY16-FY17 % Change</b>
<b>Budget:</b>	GSD General Fund	439,100	452,431	439,700	471,100	31,400	7.1%
	Total	\$439,100	\$452,431	\$439,700	\$471,100	\$31,400	7.1%
<b>FTEs:</b>	GSD General Fund	3.10	3.10	3.10	3.10	0.00	0.0%
	Total	3.10	3.10	3.10	3.10	0.00	0.0%

### Performance

Percentage of complaints received from Police, Fire and Citizens compared to total calls received	0.005%	0.002%	0.005%	na
Percentage of 1st Responder Partner Survey responses received with satisfactory responses	90%	87.50%	90%	na

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### Training Academy Program

The purpose of the Training Academy Program is to provide public safety communications certification, professional development, and other emergency communications training products to the department, our 1st responder partners, and other emergency communications professionals so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

<b>Budget</b>	<b>Performance Summary</b>	<b>2015 Budget</b>	<b>2015 Actuals</b>	<b>2016 Budget</b>	<b>2017 Budget</b>	<b>FY16-FY17 Difference</b>	<b>FY16-FY17 % Change</b>
<b>Budget:</b>	GSD General Fund	329,600	359,306	346,900	404,500	57,600	16.6%
	Total	\$329,600	\$359,306	\$346,900	\$404,500	\$57,600	16.6%
<b>FTEs:</b>	GSD General Fund	7.45	7.45	7.45	7.45	0.00	0.0%
	Total	7.45	7.45	7.45	7.45	0.00	0.0%

### Performance

Percentage of MNECC Operations employees demonstrating the delivery of quick, appropriate emergency and non-emergency assistance to the public.	100%	94%	100%	na
Percentage of Telecommunicators are adequately trained to NENA/APCO standards	nr	100%	nr	na

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**Information and Non-Emergency Services Line of Business**

The purpose of the Information and Non-Emergency Services Line of Business is to provide general information and education products and non-emergency response and dispatch products to the public, news reporters, Metro departments, and other outside agencies so they can more conveniently get answers to their questions and/or obtain the services they need.

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**Non-Emergency Responses Program**

The purpose of the Non-Emergency Services Program is to provide directory assistance, media inquiries and other general information service products to the public, news reporters, Metro departments, and other outside agencies so they can more conveniently get answers to their questions and/or obtain a non-emergency service response.

<b>Budget</b>	<b>Performance Summary</b>	<b>2015 Budget</b>	<b>2015 Actuals</b>	<b>2016 Budget</b>	<b>2017 Budget</b>	<b>FY16-FY17 Difference</b>	<b>FY16-FY17 % Change</b>
<b>Budget:</b>	GSD General Fund	5,396,500	5,388,646	5,782,300	6,019,700	237,400	4.1%
	Total	\$5,396,500	\$5,388,646	\$5,782,300	\$6,019,700	\$237,400	4.1%
<b>FTEs:</b>	GSD General Fund	32.80	32.80	32.80	32.80	0.00	0.0%
	Total	32.80	32.80	32.80	32.80	0.00	0.0%

**Performance**

Percentage of callers who obtain non-emergency service responses	90%	82%	94%	na
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**Life Safety Line of Business**

The purpose of the Life Safety Line of Business is to provide emergency instructions, critical dispatch and logistic support products to individuals in need of emergency assistance and our First Responder partners so that lives can be saved, property protected, and risk reduced for everyone involved.

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**Operations Public Life Safety Program**

The purpose of the Operations Public Life Safety Program is to provide emergency assistance products to individuals in need of emergency assistance and to provide critical dispatch products to Police, Fire, EMS, and other first responders so they can respond quickly to save lives, protect property and reduce risk for everyone involved.

<b>Budget</b>	<b>Performance Summary</b>	<b>2015 Budget</b>	<b>2015 Actuals</b>	<b>2016 Budget</b>	<b>2017 Budget</b>	<b>FY16-FY17 Difference</b>	<b>FY16-FY17 % Change</b>
<b>Budget:</b>	GSD General Fund	5,381,300	5,357,346	5,766,300	6,003,500	237,200	4.1%
	Total	\$5,381,300	\$5,357,346	\$5,766,300	\$6,003,500	\$237,200	4.1%
<b>FTEs:</b>	GSD General Fund	124.95	124.95	127.95	132.95	5.00	3.9%
	Total	124.95	124.95	127.95	132.95	5.00	3.9%

**Performance**

Percentage of individuals in crisis who obtain emergency assistance within 90 seconds	90%	96%	90%	na
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